

The workNet DuPage Career Center in Lisle, Illinois is the sole comprehensive American Job Center for DuPage County. As such, partner organizations that receive federal funds to provide job seeker and business services to the community are required to have a presence within the Center. The Workforce Innovation & Opportunity Act (WIOA) requires that these partners work together in an integrated fashion so that customers can access all needed services easily and seamlessly. The One Stop Operator/Service Coordinator oversees this integration to help ensure quality customer service and effective service provision.

### **Roles and Responsibilities**

The One-Stop Operator/Service Coordinator will be responsible for the on-going coordination and integration of services provided by the partners at the local comprehensive One-Stop (i.e., American Job Center) (i.e., workNet DuPage Career Center) and for the continuous improvement of the service delivery system. The partners of the One-Stop system provide access to a range of employment and training services for both job seekers and businesses. Partners include: DuPage County Workforce Development Division, College of DuPage, Illinois Department of Employment Security, and Illinois Division of Rehabilitation Services among others.

The One Stop Operator/Service Coordinator will be provided with office space at workNet DuPage and the technology needed to perform the role. Many job functions can also be performed remotely. This role is considered part-time (estimated 20-40 hours/month.) The budget range for effective proposals will be \$20,000-\$30,000 annually, with a contract term of two years.

The specific roles and daily or monthly responsibilities of the One Stop Operator/Service Coordinator will be:

- **Data Collection and Reporting**
  - Compile daily referral requests received through the workNet DuPage online application and assign to partner organizations accordingly using the existing MS Excel referral workbook
  - Monitor trends in application volume, referral requests, referral sources, success stories, etc. on a monthly basis
  - Collect customer satisfaction surveys and follow-up as needed; compile customer satisfaction data
  - Prepare monthly report on relevant data as mentioned above and analysis thereof for Workforce Board to be reviewed at full or executive committee meetings
- **Service Coordination & Integration among mandated WIOA Partners to include:**
  - Convene monthly meeting of the workNet DuPage Career Center Partners to:
    - Review amount and quality of referrals and corresponding actions taken to ensure integration of services
    - Review response time for responding to service inquiries and ensure customers are being contacted in a timely manner
    - Assess customer/client needs as part of the continuous improvement process for the one-stop center

- Review customer feedback and work with partners to address any issues that customers may identify
- Resolve any issues or challenges identified by or between partners
- Manage efforts towards achieving the goals set forth in the Partners Service Integration Self-Assessment.
- **Professional Development** – Identify needs for staff professional development, continuous improvement activities and strategies, etc. that will enhance service integration and delivery across the required Partners

The DuPage Workforce Innovation Board retains responsibility for the following roles; hence the One-Stop Operator **may not perform any of these functions.**

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans; be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career services, and youth providers;
- Negotiate local performance accountability measures;
- Develop and submit budget for activities of the Local Board in the local area.